

Performance Requirements Summary

Required Service	Standard	Maximum Allowable Deviation From Requirement	Method of Surveillance	Deduction In Contract Price For Exceeding AQL
Quality of Equipment Calibrations and Repairs	Meets Required Calibration Specs. or Where not Calibratable, Meets Mfr. Specs.	2% or 1 piece of equipment, Whichever is Greater (Lot Size is the Number of Items Services)	Validated Customer Rejection, Random Sampling	30%
Quality of Documentation	Complete And No Validated Errors	2% or 1 document, Whichever is Greater (Lot Size is the Number of Documents Provided)	Validated COR Complaint	5%
Accuracy Of Data In Equip. Inventory Records	Absence of Validated Errors	2% or 1 inventory record, Whichever is Greater (Lot Size is the Number of Items in the Database)	Validated Customer Complaint, COR Complaint, Random Sampling	10%
Accuracy of Fee Data Records	Absence of Validated Errors	0.5% or 1 record, Whichever is Greater (Lot Size is the Number of Records in the File Transferred To Finance)	Validated Customer Complaint, COR Complaint, Random Sampling	5%
Quality of Automation Services	Equipment and/or Software Meets Performance Specs.	10% or 1 service, Whichever is Greater (Lot Size is the Number of Tasks During the Surveillance Period)	Validated COR Complaint	10%

**Performance Requirements Summary
(Continued)**

Required Service	Standard	Maximum Allowable Deviation From Requirement	Method of Surveillance	Deduction In Contract Price For Exceeding AQL
Unnecessary Delays In Calibrations and Repairs	Absence of Validated Complaint	2% or 1 piece of equipment, Whichever is Greater (Lot Size is the Number of Calibrations and Repairs)	Random Sampling, Validated Complaint and Delay was Caused by Factors Under Contractor's Control	30%
Timeliness In Performing Functions Under Task 3	Absence Of Validated Complaint	Complaints Received 10% of the Time During the Surveillance Period. During a Given Day, Each Action Could Result In One Complaint - However, the (Maximum Number of Complaints Per Day For The Calculation Will Be 1)	Validated Customer Or COR Complaint	10%

Notes:

1. Surveillance period will be for the duration of a Lot Year.
2. If the AQL is exceeded, then the deductions are assessed for all of the unsatisfactory service.
3. A repair shall be judged unsatisfactory if the original malfunction is verified to persist or reoccurs no later than 30 calendar days after the completion date of the repair that was made to correct the malfunction.
4. If applicable, a deduction will be applied to the last invoice of the Lot in which the AQL was exceeded. Formula used for calculation:

$$\text{Deduction} = (\text{Lot Funding Limit}) \times (\text{Deduct Percentage}) \times (\text{Percentage Unsatisfactory Service})$$

5. Example Calculation:

Suppose during a surveillance period it was determined that 4% of the calibrations were unsatisfactory, and suppose the delivery order limit is \$700K.

Then,

$$\text{Deduction} = (\$700\text{K})(0.3)(0.04) = \$8400.$$

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